

WHAT IS CLAIMED IS:

1. Method of customizing a decision-tree based control process that enables access to a data processing system from one of a plurality of clients, the method comprising:
 - 5 defining the decision-tree based control process, the decision tree being comprised of inter-linked decision nodes;
 - 10 retrieving user-information associated with a user seeking access to the system;
 - 15 determining, from the user-information, a user entry decision-node; and,
 - 20 configuring the control process to enable the user to access the system from the client at the user entry decision-node.
2. The method of Claim 1, further comprising:
 - 25 identifying the user.
3. The method of Claim 1, wherein the user selects the user entry decision-node.
4. The method of Claim 1, further comprising:
 - 30 executing a security process for temporarily interrupting the customization of the control process.
5. The method of Claim 1, further comprising:
 - 35 determining the user entry decision-node on the basis of a physical environment of the client.
6. The method of Claim 1, further comprising:

enabling the user to go from the entry decision-node to a preceding decision-node.

7. The method of Claim 1, wherein the user-information is
5 retrieved from the system.

8. The method of Claim 1, wherein the user-information is retrieved from another party.

10 9. The method of Claim 1, wherein the user supplies the user-information.

10. The method of Claim 1, wherein the user-information is based on past behavior of the user.

15 11. The method of Claim 1, wherein a decision node is associated with voice prompts.

20 12. The method of Claims 1, wherein a decision node is associated with a displayed element.

13. The method of Claim 1, further comprising:
displaying a graphical user interface associated with
the user entry decision-node;
25 customizing the graphical user interface from the
user-information.

14. The method of Claim 13, further comprising:
enabling the user to customize the graphical user
30 interface.

15. A data processing system comprising:

- a client;
- a control process unit to execute a decision-tree based control process that enables access to the system from the client, the decision-tree being comprised of
- 5 inter-linked decision-nodes;
- a customization unit coupled to the control process unit to determine a user entry decision-node from user-information associated with a user seeking access to the system, and to configure the control process to enable the
- 10 user to access the system from the client at the user entry decision-node.
16. The system of Claim 15, further comprising:
- 15 a memory unit for storing the user-information.
17. A computer readable storage medium for storing instructions for carrying out a method of customizing a decision-tree based control process that enables access to a data processing system from one of a plurality of
- 20 clients, the method comprising:
- defining the decision-tree based control process, the decision tree being comprised of inter-linked decision-nodes;
- retrieving user-information associated to a user
- 25 seeking access to the system;
- determining from the user-information a user entry decision-node; and,
- configuring the control process to enable the user to
- access the system from the client at the user entry
- 30 decision-node.

18. A device for accessing a data processing system, the device comprising:

a control process unit to execute a decision-tree based control process that enables access to the system from the
5 device, the decision-tree being comprised of inter-linked decision-nodes;

a customization unit coupled to the control process unit to determine a user entry decision-node from user-information associated with a user seeking access to the
10 system, and to configure the control process to enable the user to access the system from the client at the user entry decision-node.